25 JUNE 2020

PLAYA SAFE STAY UPDATE

PLAYA HOTELS & RESORTS

HYATT ZILARA
HYATT ZIVA
ALL INCLUSIVE RESORTS

Panama Jack RESORTS
All-Inclusive. Re-Imagined.

JEWEL RESORTS
JAMAICA

Sanctuary
ALL-INCLUSIVE ADULT RESORT
CAP CANA

Hilton
ALL-INCLUSIVE RESORTS
PLAYA DEL CARMEN | MONTEGO BAY | PUNTA CANA

GOT QUESTIONS?

ARE THERE ADDITIONAL SAFETY PROTOCOLS?

Yes. As a result of the current COVID-19 pandemic, we have expanded existing guest safety procedures and developed protocols at all of our resorts based on guidance from global healthcare professionals, existing partnerships with Hyatt and Hilton and the expectations of our guests.

With constant associate training, use of proven antiviral cleanliness techniques and redesigned public spaces, Playa SAFE STAY™ represents our commitment to every facet of resort operations and the guest
experience.

Hyatt's Global Care & Cleanliness Commitment and Hilton's CleanStay™ provide our guests an added level of trust from two legendary hospitality brands.



Playa Safe Stay is a direct response to the COVID-19 Pandemic and elevated guest expectations, Playa Safe Stay focuses on preventive antiviral measures throughout all resorts -- reassuring guests with confidence that only Hyatt or Hilton can deliver.

IS CONTACT FREE CHECK-IN AVAILABLE?

Our associates have been trained on "no-contact" guest interactions. Starting with our famous hand-over-the-heart greeting, every component of our guest experience encourages no direct person-to-person contact and safe social distance at all times.

We are also debuting Playa's Pocket Concierge, a mobile/online solution that features on-property amenities, schedule of events, important information, reservation for various offerings (dining venues, spa, etc.) and a QR Code solution for important information.

DO YOU DISINFECT HIGH-TOUCH SURFACES?

Yes. There is a regimented cleaning schedule throughout the day with high-touch surfaces in public areas often cleaned multiple times within a sixty-minute period and as requested.

ARE GUESTS REQUIRED TO WEAR MASKS OR GLOVES?

Courtesy personal protection equipment is available to our guests upon request. Playa does not require guests to wear any type of facial covering unless required by local governing authorities. Temperature checks are available at the guest's request.

While local policies are subject to amendment, our Jamaica resorts require guests to wear appropriate face covering in public areas. This is at the direction of the Jamaican Ministry of Health.

ARE THERE QUARANTINE REQUIREMENTS?

No. However, should a guest fall ill or test positive for COVID-19, quarantine procedures will be implemented at the guidance of local health authorities and our on-property medical team.

IS HAND SANITIZER AVAILABLE TO GUESTS?

Yes. Antibacterial gel will be part of the welcome amenity given to all of our guests. Additionally, anti-bacterial dispensers are positioned throughout the resort.

WILL RESORTS PROVIDE COVID-19 TESTS FOR ARRIVING GUESTS?

No, but some destinations may require testing upon arrival. Jamaica's Ministry of Health asks for the completion of a questionnaire online prior to arrival and may test arriving guests.

DO THE RESORTS HAVE MEDICAL TEAMS?

Yes, we have medical staff on property around the clock, seven days a week.

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WHAT HAPPENS IF A GUEST SHOWS SIGNS OF COVID-19?

Our 24-hour on-property medical staff will provide care and advise our team and the guest on appropriate.

We have a network of local resources should testing be required. Should a guest test positive for COVID-19, we will provide the best assistance possible while protecting the welfare of our associates and other resort guests.

If a guest falls ill and has tested positive for COVID-19, our on-property medical team will work directly with local healthcare authorities and the guest to determine the best option for care.

We will adhere to all recommendations from local health authorities concerning a confirmed case of COVID-19 among our guests or associates.

ARE GUEST ROOMS VACANT FOR AN EXTENDED PERIOD?

Our guest rooms are extensively cleaned between guests and are vacant up to 24 hours prior to guest arrival. We have also removed any decor or amenities that cannot be properly sanitized.

ARE THERE ENHANCED CLEANING STANDARDS?

With constant associate training, proven anti-viral cleanliness techniques and redesigned public spaces, Playa SAFE STAY™ represents our commitment to every facet of resort operations, guest experience and rigorous cleaning standards.

Our resorts also follow cleaning practices recommended by Cristal, Ecolab and guidelines from Hyatt's Global Care & Cleanliness Commitment and Hilton's CleanStay™.

IS THERE AN IMPACT ON GUEST EXPERIENCE?

While we are limiting availability during our soft-openings, the experience remains intact. Our resorts are fully operational.

We are taking additional social distancing measures throughout our resorts such as our spa and fitness facilities. While not required, we highly encourage reservations to secure desired times.

ARE NEW DOCUMENTS REQUIRED?

We currently have no requirement for additional documentation. Jamaica requires the completion of an online questionnaire prior to travel.

DOES RESORT STAFF HAVE PERSONAL PROTECTION EQUIPMENT (PPE)?

Yes. Our associates use face coverings and other recommended PPE at all times, follow sanitation protocols when arriving and departing the resort and undergo temperature checks at the beginning and end of each shift.

ARE EXCURSIONS AVAILABLE?

Yes, unless otherwise directed by local health authorities, all excursions meet safety standards and are available.





ARE THERE CHANGES WITH SPA AND FITNESS FACILITIES?

Our spa facilities maintain normal operating hours and, like always, are by appointment only. The technicians will have all the necessary personal protection equipment, including face coverings, to ensure guest and associate safety.

We encourage guests to properly clean and disinfect equipment after use while our associates are stationed to sanitize.

We have also discontinued the use of personal trainers and some facilities may not be available 24 hours a day.

ARE SOCIAL DISTANCING MEASURES IN PLACE?

Yes. A minimum distance of 1.8 meters or 6 feet is required in all public spaces including water parks, pools and beach space.

With low density design and wide open spaces, our resorts are designed for social distancing.

Cabanas remain available with reservation and additional fee and water features (hot-tubs and pools) may have diminished capacities to observe safe social distancing.

Contact sports (such as volleyball) are temporarily suspended.

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DINING VENUES AND SERVICE



WILL ALL DINING VENUES BE OPEN?

Yes. Dining venues will be open. However, there may be some rotating hours of operation as we resume normal resort operations.

Our culinary offerings are a highlight of a resort stay and our commitment to quality and delicacy remains in place.

IS BUFFET DINING STILL AVAILABLE?

We have reimagined the buffet experience, keeping an almost endless selection of culinary delights while ensuring safe social distancing, allowing no direct access (self-serve) to utensils, flatware and the exquisite culinary choices.

Our culinary teams take great pride and precaution with all food preparation. The result is a much higher level of service and satisfaction as guests make their selection from almost endless choices while our associates serve and/or prepare the cuisine and instantly deliver to the guest's table.

IS ROOM SERVICE INCLUDED AND HAVE MENU CHOICES CHANGED?

Room service remains a part of our all-inclusive experience and our culinary team is constantly reviewing the menu based on changing guest behavior and expectations.

There may be a slight fee associated with room service delivery at some resorts.

ARE INDIVIDUALLY WRAPPED FOOD OPTIONS AVAILABLE?

Yes. We have a comprehensive offering of to-go options at select dining venues and room service items are carefully prepared and sealed for delivery.

These options are available for breakfast, lunch and dinner.



WEDDINGS & GROUPS

HOW WILL GROUPS CHECK-IN?

Group arrivals are staged in a separate area from our general arrivals to ensure safe social distancing and expedited service.

ANY STIPULATIONS FOR OUTDOOR OR INDOOR VENUES?

Our resorts continue to offer both venues. While there may be diminished capacity to ensures safe social distancing, the excitement and charm of a destination wedding or group travel adventure remains intact.

ANY LIMITATIONS FOR EVENT ATTENDEES?

No limitations, but we do ask that non-resort attendees undergo a temperature check when arriving.

ANY CAPACITY CHANGES OR GROUP/RECEPTION GHANGES?

Six guests per table is the capacity for dining. Buffet service remains available but has been reimagined to prevent guest contact with flatware, utensils and culinary offerings and is served by our associates.

WHEN CAN WEDDINGS RESUME AT THE RESORT?

From the moment our resorts resume normal operations. Many of our resorts are set to open July 1, 2020 and our entire collection of resorts will be in operation by October 2020.

ARE OUTSIDE VENDORS ALLOWED OR PERSONAL DECOR?

Yes. However, outside vendors must adhere to all resort guidelines and protocols. Personal decor must be sanitized prior to the event.

ARE MASKS REQUIRED DURING WEDDING CEREMONIES?

Each resort observes guidance from local governing bodies. Currently, our resorts in Jamaica require guests wear face coverings while in public space.

ARE DANCE FLOORS PERMITTED?

Yes. The size of dance floors varies by venue and by resort. Each dance floor will be constructed to ensure safe social distancing.

ARE WEDDING GUESTS SEATED TOGETHER?

Yes, but unless guests are from the same traveling party or immediate family, we will be encouraging safe social distancing of 1.8 meters or 6 feet.